

Hrag Issa

hragissa1@gmail.com • + 374 555 88411

Mashtots 35 • Yerevan, Armenia

Summary

A highly motivated Business graduate with a background in Quality Control in the F&B industry, Operations and Sales who's looking for a career change and entering the Digital Marketing world. Has recently taken the courses of Fundamentals of Digital Marketing provided by the Google Digital Garage and Digital Marketing Specialist course that's given by LinkedIn and looking forward to learning more.

Education

Haigazian University, Beirut, Lebanon

Sep. 2014 – Jun. 2018

Bachelor in Business Administration

Honors and Awards: United Nations Student Scholarship, AGBU International Scholarship

Trainings and Certifications:

-Fundamentals of Digital Marketing provided by the **Google Digital Garage**

-Online Marketing Foundation **by LinkedIn**

-Introduction to Coffee, Barista Skills, Brewing and Roasting **by the Specialty Coffee Association**

Work and Professional Experience

Kalei Coffee Co., Beirut, Lebanon

Dec. 2017 - Oct. 2020

Quality Assurance Manager / Roaster / Bar Manager

Sep. 2019 - Oct. 2020

- Roasting coffee, organizing weekly cupping sessions and Q grading
- Maintaining the espresso machines, grinders, and roasting machines (Ia Marzocco, Victoria Arduino, Kees van der Westen, Mahlkonig, and Giesen)
- Ensuring consistent quality control of the coffee and other beverages and training staff accordingly
- Updating recipes and inventory on a monthly basis and ordering new stock as needed
- Overseeing day-to-day operations of both coffee shop locations
- Handling online orders and bar requisition orders (beverages, alcohol, milk, herbs, ice cream)

Supervisor/ Shift Manager

Nov. 2018 - Oct. 2020

- Monitored team member schedules ensuring the maintenance of proper staff coverage and an adherence to meal and break policies
- Recorded weekly and monthly product inventories
- Allayed customer concerns with the utmost hospitality, customer service, and expedient problem solving
- Maintained a clean, organized and stocked environment
- Streamlined effective and positive communication and adhered to standard operating procedures, among team members and customers

Barista

Nov. 2018 - Oct. 2020

- Brewed coffee according to the SCA standards
- Made and served specialty coffee, tea beverages and cocktails
- Completed opening and closing duties for each shift

Waiter

Dec. 2017 - Apr. 2018

- Took customer orders and delivered food and beverages
- Communicated order details to the kitchen and bar staff
- Prepared the final bill and processed payments

Armanor Jewelry, Beirut, Lebanon

Nov. 2015 - Dec. 2017

Salesman

- Assisted clients in jewelry selection by understanding and anticipating customer needs and contemporary trends
- Informed customers about upcoming designs, product lines, promotions, and features that were of interest to them
- Received payments and updated stock and sales inventory accordingly, on a weekly basis
- Responded to customer queries regarding products, in-person, over the phone, and via email correspondence

Sushi Burrito - Ichiban Express, Beirut, Lebanon

Jan. 2015 - Dec. 2015

Operations Supervisor

- Generated positive customer relationships by assisting customers with their purchases
- Tracked the quantity of products in stock, and organized the inventory and ordered from suppliers accordingly
- Conducted daily reports and quality checks

Leadership and Volunteer Activities

Antranik Antelias Scouts Movement, Beirut, Lebanon

Jan. 2012 - Present

Scout Leader

- Planned educational, socio-cultural, and athletic events and activities, on a weekly and yearly basis in collaboration with other scout leaders
- Contacted sponsors for financial support and necessary supplies, booked venues and arranged travel plans
- Scheduled meetings and activities with scouts, parents, and sponsors, liaising between their varying interests/needs
- Developed and helped imbue leadership, communication, and teamwork skills among scouting groups aged 17-21

Armenian General Benevolent Union, Armenian Youth Association, Beirut, Lebanon

Jan. 2002 - Present

Lebanese Red Cross - Youth Department, Beirut, Lebanon

Apr. 2016 - Nov. 2016

Children's Cancer Center of Lebanon, Beirut, Lebanon

Oct. 2015 - Feb. 2016

Skills

Languages: Arabic (Native Proficiency), Armenian (Native Proficiency), English (Highly Proficient), French (Limited Working)

Technical: Microsoft Excel, Word, PowerPoint

Other Skills: Leadership, Teamwork, Communication, Event Planning, Interpersonal, Management